

SP Monthly
Electronic Help Desk (EHD) Report
July 7th, 2009



Overview

This report summarizes monthly calls, Help Desk tickets and CSC service request statistics.

The reporting period is from 6/1/2009 – 6/30/2009.

All reported items are for current the reporting period unless otherwise noted.

Incoming Calls

Incoming Calls Assisted by IVR System	Count
Number of callers assisted by recorded messages via IVR on EHD 800 line	135,034
Average time spent listening to recorded messages on EHD 800 line	2 minutes 50 seconds
Average number of calls per day on EHD 800 line	6,138
Total Number of callers listening to messages on non-business days on EHD 800 line	11,827

EHD Incoming Calls Requesting Agent Assistance	Count
Monthly Total number of EHD incoming calls	25,044
Hang Up / Wrong Number Calls (minus)	(818)
Adjusted Total number of EHD incoming calls	24,226
Monthly Total Number of Calls Dropped	0
Average number of calls dropped per day	0
Monthly number of calls meeting call wait time	17,938
Monthly number of calls <i>not</i> meeting call wait time	6,288
Daily average call wait time (in seconds)	60 seconds
Monthly average call wait time (in seconds)	60 seconds

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Help Desk - Tickets

EHD Ticket Information	
Monthly number of EHD tickets opened	30,175
Exception Calls (minus)	(11)
Adjusted Total number of EHD Tickets Opened	30,164
Tickets opened in May and closed in June	122
Average number of tickets opened per day	1,372
Monthly number of tickets closed	30,286
Average number of tickets closed per day	1,371
Number of tickets still open (June)	(23)
Monthly number of tickets closed (billable)	30,263
Total IVR Tickets (billable)	97,512
Adjusted Total Tickets closed (billable)	127,775

Type of Ticketed Calls	Count
EHD-ACH Credit	215
EHD-Collections-Research	1,101
EHD-Direct Deposit-Enrollment	2,504
EHD-Direct Deposit-Maintenance	1,093
EHD-Disbursement-Research	5,767
EHD-EPC Enrollment	810
EHD-EPC Research	555
EHD-EPE/Recurring Debit	1,007
EHD-Exceptions Data Collection	11
EHD-Interstate	147
EHD-MISC	3,406
EHD-Tech Support Browser/Connectivity	59
OR-Bulk Upload	7
OR-EDC	14
OR-EDC Statewide	4,826
OR-EDD/FTB	1,002
OR-EFT Large Employer	2
OR-EFT Medium Employer	20
OR-EFT Small Employer	4
OR-New SDU - NCP	1
OR-New SDU Employer	15
OR-Non IV-D Employer	1,521
OR-Non IV-D Research	141
OR-Postcard Employer	2
OR-Postcard NCP	0
OR-Redirection	2
EXC-Collections-Research	5,678
QA-Remitter Outreach	2
LCSA	263
Subtotal	30,175
Total EHD IVR	97,512
Total Other IVR	0
Total IVR	97,512
Total Tickets	127,687
Frequently Asked Questions	Disbursement Research and OR-EDC Statewide

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Referrals

Referrals to CFWD	263
Referrals to DCSS	835

EHD/LCSA Calls

Number of Calls Abandoned	Count
Average number of calls abandoned per day	37.2
Average time the caller is waiting before hanging up while waiting for assistance from an agent	2 minutes 57 seconds
Number of callers who hang up while waiting in the queue for assistance from an agent	818
Monthly Total Number of Calls Abandoned	818

Number of Calls Meeting Call Wait Time	Count
Daily average call wait time for caller waiting for assistance from an agent	60 seconds
Monthly Total Number of Calls Meeting Call Wait Time	17,938

Agents Response to Calls	Count
Average talk time per agent	4 minutes 16 seconds
Average wrap up time per agent	26 seconds
Average number of agents available to assist callers	12
Total Number of Agents Available to Respond to Calls	16

Quality Control	Count
Percentage of tickets closed within a 24 hours	99.79%
Number of calls monitored vs. number of calls received	0.30%
Total number of calls monitored	76
Number of monitored calls meeting quality requirements	71